Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application. Please cancel claims 12 and 36-38. Please amend claims 11, 13-15, 20, 21-24, 26, 35, 39, and 40, as follows:

Listing of Claims:

1-10.   (Cancelled)

11.   (Currently amended) A computer-readable medium having instructions stored thereon for causing a computer to perform a method for performing a schedule process, comprising:

programming a programmed constraint set of order candidacy, mobile user candidacy, and assignment candidacy rules to supplement or change a fixed constraint set of order candidacy, mobile user candidacy, and assignment candidacy rules for a scheduling process that performs a process of scheduling orders to a worker, the order candidacy rules operable to control which orders are considered in the schedule process, the mobile user candidacy rules operable to control which workers are considered in the schedule process, and assignment candidacy rules operable to control whether an order can be assigned to a worker, the fixed constraint set including fixed rules and the programmed constraint set including user configurable rules and a set of programmable constants controlling the flow of execution of the rules;

executing the scheduling process in accordance with the fixed constraint set; and

altering execution of the scheduling process according to the fixed constraint set in accordance with the configurable rules and programmable constants.

12.   (Cancelled)

13.   (Currently amended)   The method of claim 12, further comprising translating the <u>user configurable</u> <s>first set of</s> rules from a defined configurable rule language convention into a predefined grammar.

14.   (Currently amended) The method of claim 13 wherein translating the <u>user configurable</u> <s>first set of</s> rules comprises compiling the first set of rules into a library that is used when the schedule process is performed.

15.   (Currently amended)   The method of claim 12 wherein executing the scheduling process comprises performing the scheduling process according to a standard process except where the programmed <u>user configurable</u> <s>first set of</s> rules have altered performance of the scheduling process to a reconfigured process.

16-19. (Cancelled)

20.   (Currently amended) A scheduling system, comprising:

a memory for storing <u>first candidacy rules operable to control which orders are considered in a scheduling process, second candidacy rules operable to control which workers are considered in the scheduling process, and third candidacy rules operable to control whether an order can be assigned to a worker, the first, second and third candidacy</u> <s>a set of</s> rules having <s>a set of</s> fixed business rules and <s>a set of</s> configurable rules programmed by a service organization; and

a processor coupled to the memory for executing a scheduling process that performs <u>the</u> [[a]] schedule process of scheduling orders and workers in accordance with the set of fixed business rules and altering execution of the scheduling process according to the set of fixed business rules as altered by the set of configurable rules.

21.   (Currently amended)   The scheduling system of claim 20 wherein execution of the scheduling process by the processor includes invoking the <u>fixed business rules and configurable</u> ~~set of~~ rules from ~~defined locations in~~ a negotiation algorithm.

22.   (Currently amended)   The scheduling system of claim 20 wherein the processor further executes an assignment algorithm in accordance with the <u>fixed business</u> ~~set of~~ rules as altered by the ~~set of~~ configurable rules to assign orders to a worker.

23.   (Currently amended)   The scheduling system of claim 20 wherein the processor further executes an optimization algorithm in accordance with the <u>fixed business</u> ~~set of~~ rules as altered by the ~~set of~~ configurable rules to assign orders to a worker.

24.   (Currently amended)   The scheduling system of claim 20 wherein the processor further executes negotiation, assignment, and optimization algorithms in accordance with the <u>fixed business</u> ~~set of~~ rules as altered by the ~~set of~~ configurable rules to schedule orders to a worker.

25.   (Original)   The scheduling system of claim 20 wherein the set of configurable rules programmed by the service organization are compiled from a defined rule language convention into libraries and stored in the memory according to a defined rule grammar format.

26.   (Currently amended) A scheduling system, comprising:

a memory for storing a first algorithm for negotiating the reservation of work orders, a second algorithm for assigning work orders to workers, and a set of rules that are invoked <u>by</u> ~~from defined locations in~~ the first and second algorithms to govern execution of the algorithms, the set of rules including <u>order candidacy rules operable to control which orders are considered in first and second algorithms, mobile user candidacy rules operable to control which workers are considered in the first and second algorithm, and assignment candidacy rules</u>

operable to control whether an order can be assigned to a worker, the order, mobile user and assignment candidacy rules including fixed a fixed set of business rules augmented by a set of programmable rules for altering execution of the algorithms from the execution according to only the fixed set of business rules; and

a processor coupled to the memory for executing the first and second algorithms in accordance with the set of rules.

27-34. (Cancelled)

35.   (Currently amended) A computer-readable medium having instructions stored thereon for causing a computer to perform a method for performing a schedule process, comprising:

scheduling an order into a shift of a worker according to a constraint set, the constraint set including order candidacy rules, mobile user candidacy rules, and assignment candidacy rules, a set of fixed rules, a set of configurable rules, and a set of constants, the order candidacy rules operable to control which orders are considered in the schedule process, mobile user candidacy rules operable to control which workers are considered in the schedule process, and assignment candidacy rules operable to control whether an order can be assigned to a worker, the order, mobile user and assignment candidacy rules includes fixed rules and user configurable rules; and

configuring the user set of configurable rules to change the act of scheduling from scheduling the order in accordance with the set of fixed rules to scheduling in accordance with the set of fixed rules and the set of configurable rules, the execution of which is controlled by the set of constants.

36-38. (Cancelled)

39.   (Currently amended)   The method of claim 35 wherein configuring comprises programming a rule to provide a score when comparing a worker[[s]] to an order.

40. (Currently amended) The method of claim 35, further comprising programming a set of constants to control the flow of execution within the <u>fixed and configurable</u> rules, the constants replacing global constants that would otherwise require explicit reference in the <u>configurable</u> ~~configured set of~~ rules.

41. (Original) The method of claim 35 wherein scheduling an order comprises negotiating a reservation, assigning the reservation, and optimizing the reservation.

42. (Cancelled)